



Time Zone - GMT (UTC +00)

19 January, 2025

[14:04:18] **John Pate** : Hi. I was disconnected before. I was speaking with a victor .

[14:04:23] [Bohdan O. joined the chat]

[14:04:27] **John Pate** : Hi

[14:04:28] **Bohdan O.** : Greetings! Thank you for contacting our Namecheap Live Chat Support! My name is Bohdan; I am a Domains department representative and will gladly assist you.

[14:04:39] **John Pate** : Perfect.

[14:05:02] **John Pate** : I'm John. My account is electrolips

[14:06:07] **John Pate** : I'm trying to have the extra security text omitted from my banks debit card. Can you do that ? I have to pay me websites renewals.

[14:06:46] **John Pate** : I'm in Europe for two months now and I can not receive the texts from metroPCS

[14:07:21] **Bohdan O.** : Thank you. Please allow me 6-8 minutes to go through your question.

[14:08:12] **John Pate** : Ok great. I just want namecheap to stop requesting the text authorization. Can you deactivate that ?

[14:08:41] **John Pate** :
[Screenshot_2025-01-19-10-37-56-919_org.mozilla.firefox.jpg] [Screenshot_2025-01-19-10-37-35-889_org.mozilla.firefox.jpg]

[14:10:23] **John Pate** : It's me. It's my bank account and debit card. It has the. Same address on the bank account and the website registrations.

[14:11:46] **Bohdan O.** : Thank you for the screenshots. I am checking on it.

[14:11:58] **John Pate** : Cool. Thanks

[14:17:48] **John Pate** : H

[14:18:15] **Bohdan O.** : Thank you for waiting. The issue might be related to incomplete 3D Secure authentication, which is managed by your bank, not us. Please ensure you confirm the payment if prompted by the system. If you need further assistance regarding the 3D Secure process,

Unfortunately, SMS verification during transaction processing may be a mandatory attribute of one of the banks, Namecheap does not influence this process in any way and we cannot cancel payment verification from our side. In this situation, it is highly recommended to contact your bank about the possibility of disabling this part of verification or you can link your credit card to PayPal and try to pay for the services.

Also, you may use another credit card or crypto payment.

[14:18:17] **Bohdan O.** : We accept cryptocurrencies for deposits, so you have the possibility to add funds to your Namecheap account through BitPay (more details can be found at <https://www.namecheap.com/support/knowledgebase/article.aspx/10089/7/how-do-i-add-funds-to-my-namecheap-account-using-bitpay/>) or add BitCoin via BTCpay (the instructions can be checked at <https://www.namecheap.com/support/knowledgebase/article.aspx/10634/2257/video-how-to-add-funds-to-a-namecheap-account-using-btcpay/>).

[14:18:42] **John Pate** : Ok. Thanks.